



*As of 12/21/19 there are still 81 total service requests open for the month of November

■ Above Standard
 ■ Average
 ■ Needs Improvement

City of Knoxville 311 Service Requests – October 2019

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	215	96.1%
Solid Waste	684	94.6%
Infrastructure: Engineering		
Traffic* (90+% of late = street Lights)	278	67.4%
Civil	10	100.0%
Storm water	59	94.9%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	43	88.4%
Municipal Court	103	86.4%
Codes Enforcement	881	99.2%
Parks & Recreation		
Parks & Recreation Maintenance	19	57.9%
Total Service Requests	2455	92.7%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	756	14.9
Trash Pickup Missed	316	2.3
Trash/Recycling Cart Issue	278	2.3
Street Light Maintenance	161	24.6
Municipal Court	103	2.2

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	10,672
Average Answer Time	32 sec
Avg. Length of call	116 sec